



### NEWS

[What is SP Fund for Networks?](#)

[What are the Fund's targets for 2013-2014?](#)

### GRANTEES & PROJECTS

[2013 Global Campaign: SP Fund Awareness-Raising Component](#)

[Implementing The USSPM](#)

[News From Grantee Networks](#)

[An MFI Scholarship Opportunity to Attend The SPTF Meeting In Panama](#)

[The Networks Meeting On June 5th And 8th In Panama](#)

[Sp Fund Team: Who We Are?](#)

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## NEWS

### WHAT IS SP FUND FOR NETWORKS?

In 2011, and with the support of the Ford Foundation, the Microfinance Centre launched the Social Performance (SP) Fund for Networks in order to **mainstream Social Performance Management in the industry**. The first round of the SP Fund was focused on SPM start-up projects, targeting 13 networks with limited (or no) experience in SPM, and building their capacity to initiate SPM projects with their members ([learn more about grantees' experience here](#)).

In 2013, MFC launched a second round of network grants in order to **facilitate the broad scale-up of the Universal Standards for Social Performance Management (USSPM)**. The Fund, in collaboration with the Social Performance Task Force, supports over 30 networks through two key components: awareness-raising and standards implementation. [Read more here](#)

### WHAT ARE THE FUND'S TARGETS FOR 2013-2014?

The SP Fund aims to support:

- at least **30 networks** to promote or implement the standards
- at least **200 MFIs** to become aware of the standards
- at least **100 MFIs** to increase compliance with selected sections of standards
- at least **20 MFIs** to reach full compliance, and **50 MFIs** to reach partial compliance with selected sections of the standards
- at least **60 awareness-raising activities** on the standards
- the translation of the USSPM into local languages
- the organization of **3 regional sessions on the USSPM**
- the identification of **50 examples of good practice**
- **20 case studies** to be published on solutions supporting USSPM implementation

# GRANTEES & PROJECTS

## 2013 GLOBAL CAMPAIGN: SP FUND AWARENESS-RAISING COMPONENT

In January 2013, 42 networks applied to partner with the Fund and the SPTF to build awareness and commitment to the USSPM among MFIs, and to identify those MFIs that are ready to implement the essential practices of the standards. Of these, 29 networks from across the world were selected as partners in the 2013 Global USSPM Awareness-Raising Campaign ([see the list of partners here](#)).

### *First lessons from the implementation of the Campaign*

CMF (Nepal) is a pioneer in USSPM awareness-raising. The network translated the standards into the local language and conducted a series of presentations for its board and member MFIs in February and March 2013. It has integrated the translated USSPM leaflet into the workbooks which are distributed to MFIs at various training events (see the copy of the cover [here](#)). It has also integrated a presentation about the standards and the customer protection into its on-going training program. Since early 2013, CMF has delivered four courses which include a session on the USSPM. For more information please click [here](#).

### *Win a network scholarship to attend the next SPTF meeting*

In March 2013, the SP Fund announced a call for presentations among grantee networks. Send us a short presentation demonstrating how you are implementing the Campaign in your country, and receive a chance to win a scholarship to present it at the SPTF meeting in Panama in June 2013. Find more information [here](#).

### *Join a USSPM presentation in your country*

Grantee networks are currently delivering sessions on the USSPM for their boards and member organizations.

### Upcoming events:

Network	Country	Board Meeting	Membership Meeting
ASOMI	El Salvador	▪	▪
EMPRENDER	Colombia		▪
REDPAMIF	Panama	▪	
YMN	Yemen	▪	
UCORA	Armenia		▪
PMN	Pakistan	▪	▪
CMF	Nepal		▪
CAM	China	▪	
AMFI	Kyrgyzstan		▪
NPMFMS	Russia	▪	▪

For an annual calendar of the Campaign, or more information about USSPM-related activities undertaken by grantee [visit the website](#)

### *APROCEC (DR Congo) delivers board member session on the USSPM*

Bukavu, 16 March 2013: APROCEC (Democratic Republic of the Congo) conducted Universal Standards presentation to its board members. The event included 20 board members from 16 MFIs. Key discussion points included portfolio quality and USSPM implementation. During the discussion, board members agreed that the USSPM should be presented to MFI members after the delivering a number of general SPM awareness-raising activities. According to Network's board opinion a key challenge facing the Campaign could be a lack of MFI commitment to the implementation of USSPM.

### *Download and learn to use USSPM communication materials*

All partner networks have been trained on the use of the USSPM communications toolkit (including a USSPM overview, promotional presentations for different audiences, and a manual) in a series of webinars carried out by the

SPTF and the SP Fund in **English, Russian, French and Spanish over February and March 2013**. As part of this, they received with **professionally-designed and editable versions of the standards manual and leaflets** for translation into local language and dissemination to members and local stakeholders. All communication materials for networks, and recordings of the webinars, [are available here](#).

### Join the Campaign!

If you are a network and are interested to **join the Campaign please get in touch with Liliya Peskova** at [liliya@mfc.org.pl](mailto:liliya@mfc.org.pl).

## IMPLEMENTING THE USSPM

The SP Fund is supporting 10 networks with broad experience in SPM ([see their profiles and short descriptions of their projects here](#)) to implement 18-month projects to support USSPM implementation among member MFIs. Each network will focus its implementation work on at least two sections of the standards (see Table one).

**Table one: Grantee Networks and implemented sections of USSPM**

#	Network	Country	Section 1 Define and Monitor Social Goals	Section 2 Ensure Board, Management, and Employee Commitment to Social Goals	Section 3 Treat Clients Responsibly	Section 4 Design Products, Services, Delivery Models and Channels That Meet Clients' Needs and Preferences	Section 5 Treat Employees Responsibly	Section 6 Balance Financial and Social Performance
1	MFN	Mexico		x				x
2	MCPI	Philippines			x	X		
3	PMN	Pakistan		x	x	X		
4	AMFIU	Uganda	x		x			
5	AMFA	Azerbaijan			x		x	
6	TAMFI	Tanzania	x		x			
7	APSPD-CI	Ivory Coast		x	x			
8	CMF	Nepal		x	x			
9	RFR	Ecuador				X		x
10	COPEME	Peru	x	x				

Firstly, they will **document learning and experience around innovative solutions to implementing the essential practices of the USSPM**. Secondly, they will **support their members to reach full or partial compliance with at least two sections of the standards**.

**Table two: Key activities of country projects**

#	Key activities	Timeline
1	Selection of project partners among member MFIs	March 2013
2	Project kick-off workshop	March 2012
3	Identifying existing solutions supporting implementation of essential practices of USSPM and documenting them in case studies	April-October 2013
4	Delivering solutions/tools-sharing workshops to broader membership	October-December 2013
5	Developing improvement plans and supporting partner MFIs towards partial/full compliance	April 2013-June 2014
6	Verifying achievement of partial/full compliance by partner MFIs	June 2014

\* Each network has own adaption of the timeline and format of generic activities

By June 2014, the Fund's 10 grantee networks will have:

- Developed 50 case studies or tools/solutions manuals supporting implementation of essential practices of USSPM
- Provided USSPM-related training and technical assistance to 120 MFIs
- Helped 30 MFIs to achieve partial, and 85 MFIs to achieve full, compliance with at least 2 selected sections of the standards.

## NEWS FROM GRANTEE NETWORKS

SP Fund Grantees implementing USSPM are currently organizing project kick-off workshops with their member MFIs. All workshops will be delivered by the end of March 2013. Read on to learn about **the events organized by CMF (Nepal) and AMFA (Azerbaijan).**

### **CMF, Nepal**

Works on section 2 and 3

**CMF organized a USSPM workshop on 11-12 March 2013 in Kathmandu.** A total of **26 people** (ranging from Board members, senior management and SPM Champions) from the **6 MFIs** participated. These included: Nirdhan Utthan Bank, Chhimek Laghubitta Bikas Bank, Swarojgar Laghubitta Bikas Bank, Sahara Nepal Savings and Credit Cooperative, Srijana Community Development Center and Muktinath Bikas Bank.

**The workshop covered project activities, the USSPM, sharing the tools (practises, procedures, policies), improving compliance and action planning.** Participants identified the tools they already have in line with USSPM, listed important tools and also their interests in improving compliance in sections 2 and 3. Though the workshop was focused more on

sections 2 and 3, participants demonstrated interest in all sections of the USSPM. Some participants expressed a need for strategic planning support to link their activities with their mission, i.e. mission deconstruction and social goals development. CMF was pleased to see evidence of MFI interest in the broader set of standards.



Figure 1: Participants of USSPM Workshop used Notebooks with 2-pager

### **AMFA, Azerbaijan**

Works on section 3 and 5



Figure 2: Group presenting their existing experience in handling complaints

**AMFA organized a USSPM introductory workshop on 28 February 2013 in Baku, Azerbaijan.** In total, **17 participants from 12 member MFIs** attended. Participants reviewed the standards and discussed existing managerial tools and experiences related to sections 3 and 5.

AMFA found it useful during the workshop to highlight practical examples related to each standard, which allowed MFIs less familiar with SPM to understand basic concepts and see the link between the project's aims and their daily work. As a next step, AMFA will work with its members on mapping USSPM practice gaps, collect existing best practices through specially design

questionnaire which all MFIs participating in the project are filling in. After that AMFA will start working on achieving full and partial compliance on 2 standards. To do that AMFA will share best tools

and practices among members and work individually with members.

## SHARE YOUR TOOLS AND WIN AN MFI SCHOLARSHIP TO ATTEND THE SPTF MEETING IN PANAMA!

This year, grantee networks announced a **call for tools among member MFIs**. MFIs can send templates of reports, examples of procedures, policies and other solutions supporting implementation of the essential practices of the USSPM. **MFIs shares the most tools will win a scholarship to attend the SPTF annual meeting in Panama, including the CEO/Board Member workshop on SPM**. The SP Fund and the SPTF will select the winning MFI in **early April 2013**. For more information contact your network.

## JOINT US FOR THE NETWORKS MEETING ON JUNE 5TH AND 8TH IN PANAMA!

Each year, we organize a **series of invitation-only meetings for networks to discuss SPM developments**. This year, we will focus on experience around promoting and implementing the USSPM. The meetings will be linked with the SPTF annual meeting in Panama. **A closed meeting for the SP Fund Grantees** (implementation component) will be held **on 4 June (Tuesday)**, a meeting **for all networks** will be held **on 5th June (Wednesday) and 8th June (Saturday)**. If you have interesting experience to share at any of these meetings [please let us know by email](#).

## CO-AUTHOR THIS NEWSLETTER WITH US!

If you would like to promote your SPM work, please send us information about your activities and we will feature it in the upcoming newsletter. [Send us your stories by email!](#)

## SP FUND TEAM: WHO WE ARE?

**Katarzyna (or Kasia)** is the Director of the Fund. She supervises the Fund committees, manages the grantee relationships and organizes meetings of the SP Fund Steering Committee (on which she also sits). Kasia also oversees the project implementation of the Microfinance Network, COPEME (Peru) and RFR (Ecuador).

**Kinga** manages the SP Fund Program with a particular focus on the USSPM implementation component. She oversees project implementation for AMFA (Azerbaijan), AMFIU (Uganda), TAMFI (Tanzania), APSFD (Ivory Coast), CMF (Nepal), PMN (Pakistan), MCPI (Philippines).

**Liliya** coordinates the USSPM Awareness-Raising Campaign. She oversees the implementation of USSPM promotion by 30 networks and coordinates partner support. Liliya is staffed by four volunteers: **Dagmara Kapella, Natalia Nowak, Piotr Sagan and Marek Smyk** who support communication with networks in French and Spanish.

For more information on the SP Fund staff please [visit our website](#).

The Fund's governance is executed by the **Steering Committee** — a group of volunteers from different organizations committed to the success of the SP Fund. For more information about the Steering Committee [please visit our website](#).

**The MFC and the SP Fund would like to thank the Ford Foundation and the Social Performance Task Force for their on-going support to our activities.**